

A meeting of the Richmond Tweed Regional Library will be held at the Ballina Shire Council Committee Room and Online on Wednesday, 16 August 2023 at 9.00am

## **Attachments Excluded From Agenda**

**Rino Santin**  
**Executive Officer – RTRL**

8 August 2023



# Attachments

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## 7.3 Regional Library Managers Report

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# **Richmond Tweed Regional Library**

## **Ballina Area**

### **Quarterly Service Level Agreement**

### **Progress Report**

**4th Quarter**  
**April to June 2023**



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# Ballina Area

**Quarter:** 4th Quarter | April to June 2023

**Prepared by:** Ballina Area Librarian, Taryn Kelly

## INTRODUCTION

The following service level agreement (SLA) report details quarterly progress for the Ballina Area Libraries. The report is presented in two parts; Part 1: Service Level Agreement Target Performance, which details progress against quarterly reportable SLA targets; and Part 2: Additional Commentary, which provides an account of library activities for the quarter based on the key themes defined in the RTRL Strategic Plan, along with commentary for Support Services and Mobile Library activities. Progress against all SLA targets will be reported in the RTRL Annual Report.

To realise RTRL strategic outcomes, SLAs define targets to be achieved in relation to the six RTRL cost drivers:

- Branch
- Mobile Library
- Library Resources
- Computer Systems
- Support Services
- Member Council

Quarterly progress against these targets is provided in this report.

## RTRL Strategic Plan



The primary strategic outcomes RTRL works toward are:

- We champion and support literacy and the joy of reading
- We continue to extend the reach of our library services into the community
- We provide accessible engaging spaces at the heart of the community
- We support and provide inclusive collections, programs and services that inspire learning and creating
- We support and encourage active participation in the digital world
- Our staff are engaged, knowledgeable, responsive, and friendly
- We provide anywhere, anytime access through the virtual library

The Strategic Plan is focused around six key themes in which RTRL delivers services to the community:

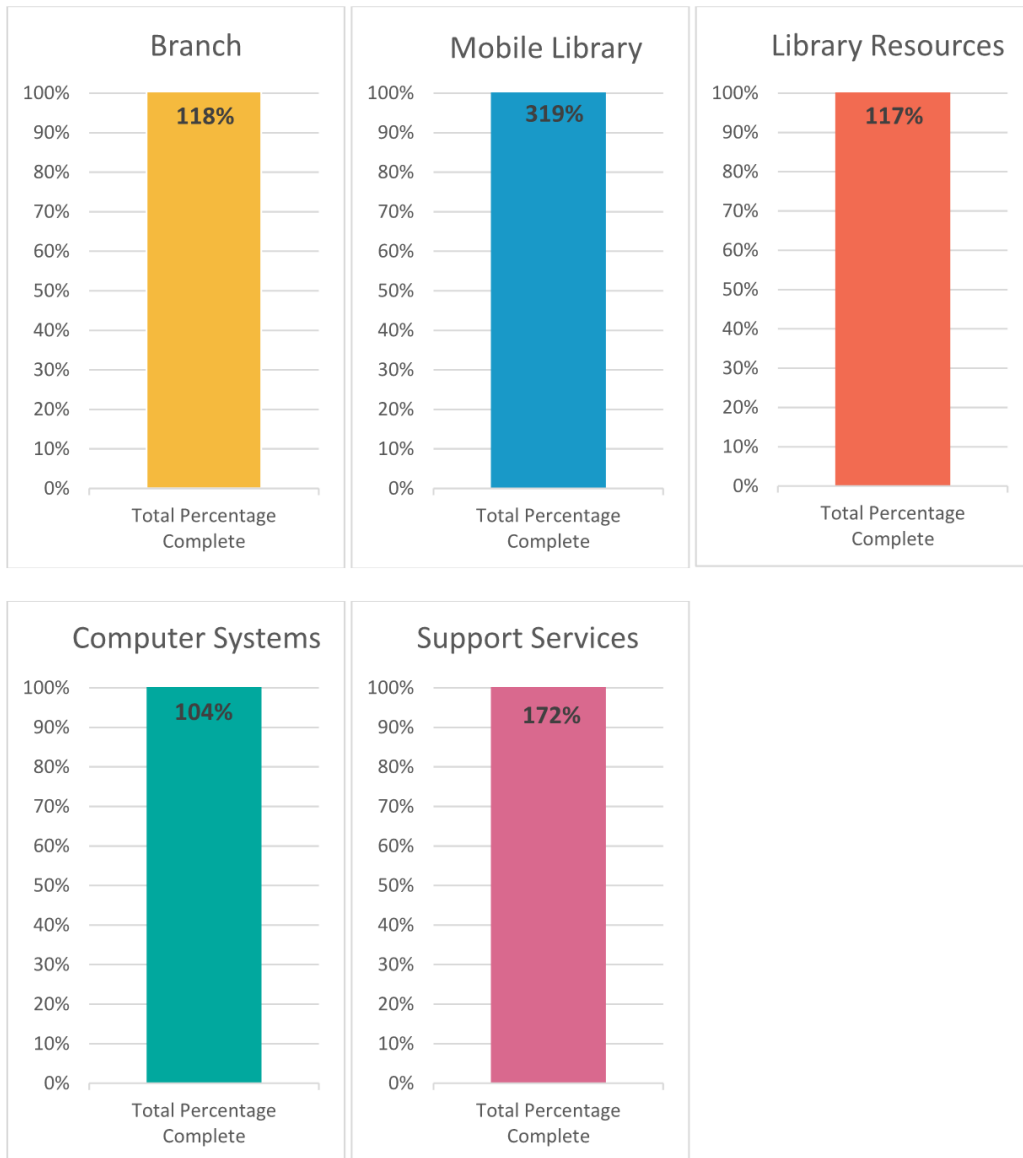
- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

## PART 1:

### Service Level Agreement Target Performance

#### Target Performance Dashboard

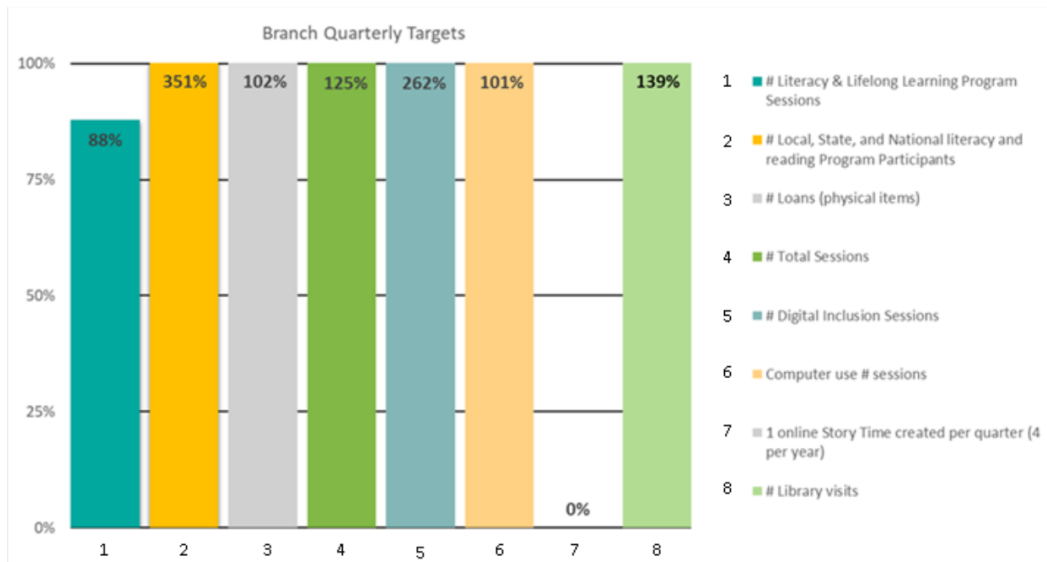
The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.



### Detailed Commentary

The following graphs and commentary provide detail for progress against targets for each individual measure. Target reporting is cumulative over a year. This report is for the fourth quarter; therefore, targets can be expected to be around 100% of the total annual target. Any large positive or negative variations will be highlighted and discussed.

#### Branch



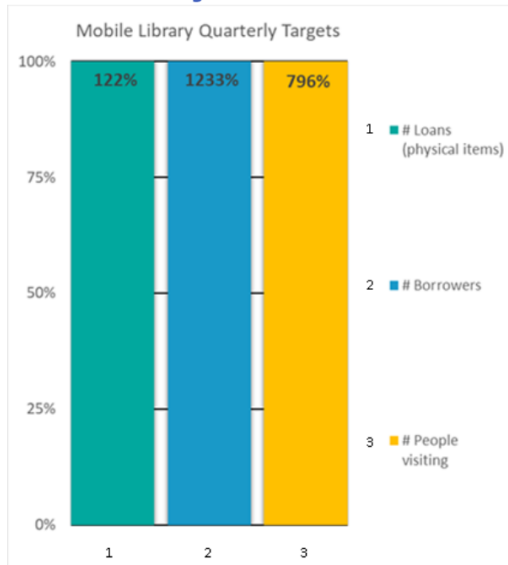
SLA targets are primarily positive at the end of the 4th Quarter.

1. Literacy and Lifelong Learning programs are below target. Further program options will be explored for the next financial year.
2. Local, State and National Literacy program participants are exceeding target. This target has been reviewed for next year.
4. Total sessions are above target. Increased program capacity has been possible through grant funding for Tech Savvy Seniors and Social Circle.
5. Digital Inclusion sessions are significantly above target. This reflects a high community demand for technology related programs, and the availability of grant funding for Tech Savvy Seniors.
7. The Online Story Time target has not been met. This ALIA project has ceased and the target will be removed next year.
8. Library Visits are exceeding target as a result of increased program sessions and promotion.



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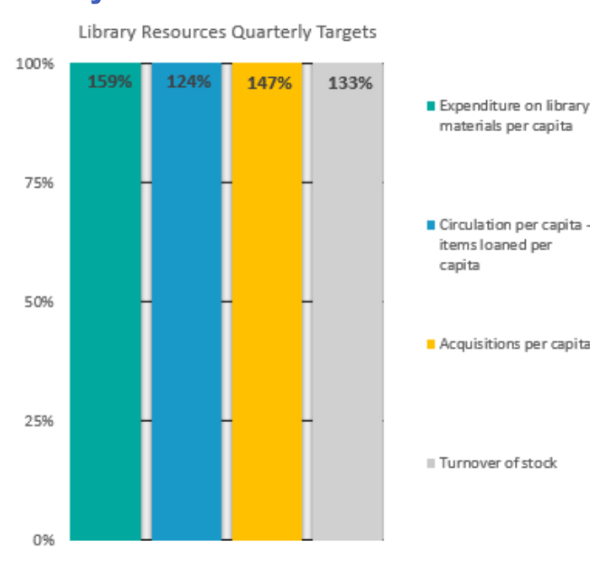
**Mobile Library**



SLA targets are positive at the end of the 4th Quarter.

1. Loans are exceeding target reflecting the popularity of the service, with requests for additional service points in the Ballina Shire.
2. Borrower numbers are far exceeding the target, and this target will be reviewed when the interim Mobile Library finishes 12 months of continuous operation.
3. Visitor numbers are far exceeding the target, and this target will be reviewed when the interim Mobile Library finishes 12 months of continuous operation.

**Library Resources**

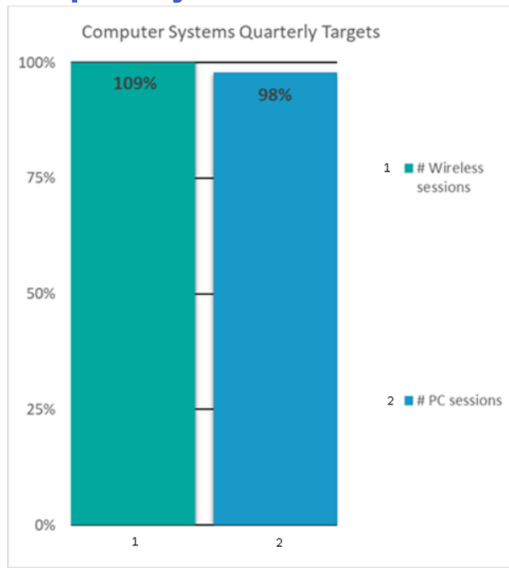


SLA targets are positive at the end of the 4th Quarter.

1. Expenditure on library materials is exceeding target, as orders are placed 2 months in advance.
2. Circulation per capita is exceeding target, correlating with the noted increase in library visits.
3. Acquisitions per capita are exceeding target, as orders are placed 2 months in advance.

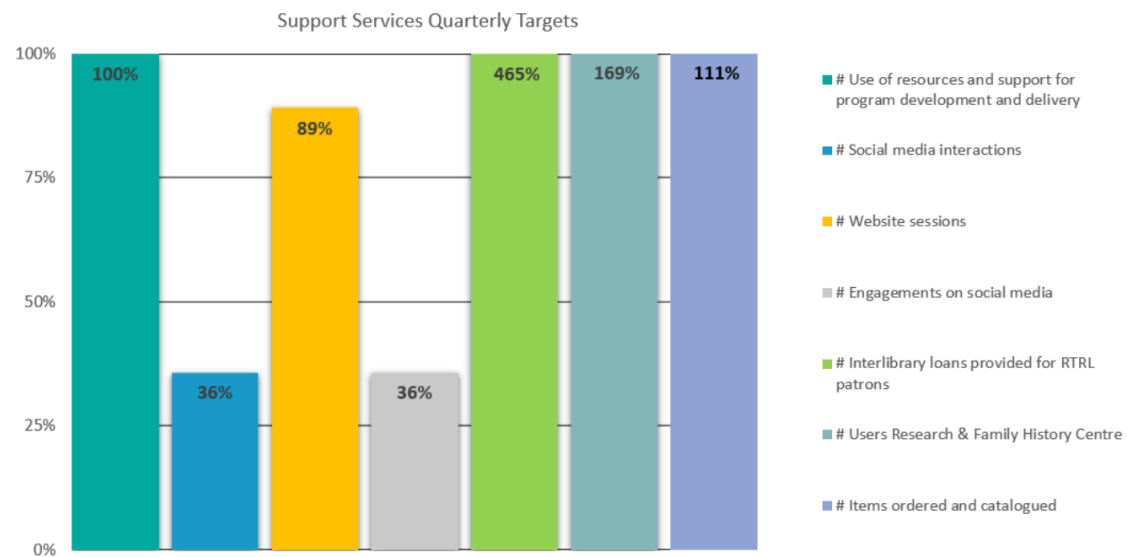
4. Turnover of stock is exceeding target. Use of CollectionHQ software to manage stock has contributed to this positive result.

**Computer Systems**



SLA targets are primarily positive at the end of the 4th Quarter.

**Support Services**



SLA targets are primarily positive at the end of the 4th Quarter.

2. & 4. Social media interactions are significantly less than the target for the 4<sup>th</sup> quarter and across the year. This can be attributed in part to a wider shift away from online communication and engagement which was significantly inflated throughout COVID-19 restrictions, and the infancy of the targets which will be revised for next year’s SLA.

5. Interlibrary loans target exceeded by 365%, target will be revised for next year’s SLA.

6. Target exceeded by 69%. This shows a positive increase in usage of the Research & Family History Centre.

7. On track.



## Part 2: Additional Commentary

The following provides an account of activities undertaken at the Ballina Area Libraries in the quarter. Commentary is provided based on the six key strategic plan themes, along with Support Services and the Mobile Library.

### Collections

Acquisitions for the 2022/23 financial year were finalised in May. The Branch Technicians and Area Librarian reviewed standing orders for Adult Fiction, Junior Fiction, Large Print, Audiobooks and DVDs, as well as magazine subscriptions for 2023/24. Donated items from the flood appeal continued to be catalogued by staff at Ballina and Alstonville.

### Community Participation

Ballina and Lennox Head branches celebrated Refugee Week in June, hosting displays and talks by Ballina Region for Refugees. The Ballina Branch Technician was invited to attend a World Refugee Day event where the guest speaker was the Governor-General, His Excellency General the Honourable David Hurley.

Also in June the State Librarian, Dr John Vallance, along with Cameron Morley, Head of Public Library Services, and five members of the Library Council of NSW visited Ballina and Lennox Head branches on their tour of libraries that had recently completed Public Library Infrastructure Grant projects. As part of this tour, the new courtyard at Casino Library was officially opened in an event attended by the Regional Library Manager and Area Librarian.

The three branches all hosted National Simultaneous Storytime on 24 May, joining over two million people across the country who read Rebecca Young and Heath McKenzie's picture book *The Speedy Sloth* together at 11am. Library staff also made outreach visits to Imagine Preschool, Seeds Preschool, and Harmony Early Learning to share *The Speedy Sloth* fun with them.

The three branches became members of the Welcome Here Project, celebrating and welcoming LGBTIQ diversity within the libraries. A new partnership formed with Queer Family Northern Rivers, who held fortnightly Young Queerios Hangs at Ballina Library on Wednesday evenings. The Hangs are a safe space to connect, have fun and build community in an affirming environment, with youth-led activities such as art, games and movies.

Representatives from North East Waste visited Alstonville and Lennox Head branches presenting Beeswax Wrap workshops and Recycling Story Time. Other guests for Story Time included Pachamama Latin School who told Spanish stories at Lennox Head, and NSW Fire and Rescue staff who showed Ballina children how to get down low and go, go, go!

Alstonville Library was delighted to host the Duck Creek Wailers ukulele group for their bi-monthly jam session and continued to provide a heavily-used Justice of the Peace service. The Alstonville Branch Technician was reappointed as a JP for a further five years. In Ballina, the volunteer JP Warren Scanlon retired after more than 10 years of providing JP services every Saturday. A new volunteer, Narelle Warren took over and is now available in the Library every Wednesday morning.

Lennox Head branch held a games day with Lego and craft during the Love Lennox Festival, and the Makerspace Textile Group yarnbombed the library and Cultural Centre with knitting wrapped around trees, poles and bollards. The community was invited to contribute to the installation by making pom poms in the library's pom pom mania station. In other knitting news, the Ballina Sew Can I group made many scarves, gloves, and beanies which they gave to Mary's Place homeless service to distribute to people living rough.

Special guests at Ballina's Social Circle during the fourth quarter were Northern Rivers Community Legal Centre, Ballina Historical Society, and Ballina Region for Refugees. A friendly rivalry developed when members from Lismore Library's Social Circle visited for a hotly contested trivia event. A volunteer tutor continued to provide one-on-one adult literacy lessons at Ballina, and in wonderful news the StoryBoard Masterclasses presented by Byron Writers Festival were able to recommence at Ballina after further funding was secured for Term 2.

Ballina Library supported people in need through the provision of 53 period packs during the quarter from Share the Dignity's vending machine. It was wonderful to see local netball legend Liz Ellis win the latest season of *I'm a Celebrity...Get Me Out of Here!* and donate \$100,000 prize money to Share the Dignity. Liz learned about the charity when she saw the vending machine in our library earlier this year.

### Learning & Creating

During the fourth quarter the libraries hosted some very interesting author talks; Graeme Gibson spoke about his memoir *In Life There is Luck*, Steve Trotter launched his new book *Gawngan and the marriage tree*, Kim Michelle Toft shared her beautiful artwork and children's books, Claire Christian spoke about her new contemporary romance novel *West Side Honey*, and Sharon White launched her new picture book *The Emu Family*. Very special guests Gemma Sisia, Madeleine Kelly and Enock Ephrahim visited Ballina on their Australian tour to launch *The School That Hope Built*, telling the story of The School of St Jude in Tanzania.

The Questacon travelling exhibition was on display at Lennox Head this quarter providing hours of scientific fun for all ages. A prize draw was held at the end of the exhibition with the lucky winner being Domenic from Ballina who was very excited to take home a Gravitrax starter set.

Library staff are to be commended for developing an entertaining and very popular range of activities during the Easter school holidays with many children attending. Across the branches there were scavenger hunts, Bingo cards, sand art, Scratch Jr coding workshops, Lego challenges, origami, craft, Grass Heads workshops, and pop-up Story Time in the park at Lennox Head.

Lennox Head staff presented a series of four Let's Count sessions at the library. The Let's Count program was created by The Smith Family and supports parents and early years educators to develop the numeracy skills of the children in their care by noticing, exploring, and talking about numbers, counting, measurement and patterns in their daily lives.

Tech Savvy Seniors continued to be popular in all branches, highlighting the great need for digital inclusion initiatives for this age group. The program is funded through a State Library grant and supported by Telstra, enabling the library to provide one-on-one technology assistance to the public.

### Library Team

Three library assistants attended training at RTRL Support Services in Goonellabah to learn about the State Library, and the Legal, Drug and Alcohol Information services they provide. Another library assistant successfully applied to act as Alstonville Branch Technician during a period of annual leave. The Area Librarian was an interview panel member for two RTRL positions, the Cataloguing Officer and Byron Branch Technician.

Ballina Library hosted a student from a local high school for work experience this quarter, and inducted one new volunteer who is currently studying for a library qualification at TAFE. A visit from Clarence Regional Library staff to observe preschool programs at Ballina provided valuable networking opportunities.

### Sustainability

The three branches were successful in the National Backyard Cricket grants program, receiving \$1,500 each to purchase a Lego kit for school holiday activities and after-school programs.

All public PCs and several staff PCs in the three libraries were replaced by IT during fourth quarter. This was long overdue and will improve the service level offered to the public.

Ballina staff were supported by the RTRL Community Engagement team in trialling the use of the Humanitix platform for taking online bookings for school holiday activities. Once the procedure is streamlined this process will improve efficiency and provide flexibility and greater access for library members.

### Spaces

A new circulation desk was installed by Quantum Library Supplies at Lennox Head along with new shelving for the junior nonfiction collection. This work was funded by a 2021/22 Public Library Infrastructure grant. The desk is now height adjustable and is much more comfortable for staff to work at, in addition to looking fantastic.

At Ballina the automatic doors were repaired. New cupboards were installed in the Reference Room and flip-top tables, chairs and filing cabinets were purchased with funds donated by Friends of Ballina Shire Libraries. The Reference Room was unavailable to use for several weeks while being treated for mould.

An evacuation of Ballina Library took place one morning when a strong electrical odour was detected. The Library was closed for several hours and the source of the smell was discovered to be an oven in the Richmond Room.

### **Mobile Library**

Mobile Library staff investigated a new service point within Cabbage Tree Hub, which has now started on alternate Wednesdays. This stop can be accessed in Wardell by both the Cabbage Tree Hub and the Cabbage Tree Island School, at no extra cost to Ballina Area. Ballina Area is tailoring the Mobile Library service to include flood victims both at Wollongbar and soon at Wardell, with the Cabbage Tree Community Hub.

The Mobile Library along with a Ballina library assistant visited Bright Horizons Childcare at Tintenbar promoting children's literacy, with Story Time and craft for the children.

### **Support Services**

A room in the Research & Family History Centre was cleared out this quarter to prepare for the potential of meeting room bookings next financial year in the hope that this will increase revenue and make the best use of the space available. This room was used by groups, and some individuals this year as a meeting room space and a study space.

Further development and trials of online booking systems to allow the community to book library events were undertaken. As a result of the trial the Lismore and Ballina Areas offered their school holiday events with online booking options. The trials were a success and RTRL will be moving forward with offering a permanent online booking option that integrates with the library management system.

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**Byron Area**  
**Quarterly Service Level Agreement**  
**Progress Report**  
**4th Quarter**  
**April to June 2023**



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# Byron Area

**Quarter:** 4th Quarter | April to June 2023  
**Prepared by:** Byron Area Librarian, Stacey Shepherd

## INTRODUCTION

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The Strategic Plan is focussed around six key themes in which RTRL delivers services to the community:

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- Library Team
- Sustainability

## PART 1:

### Service Level Agreement Target Performance

#### Target Performance Dashboard

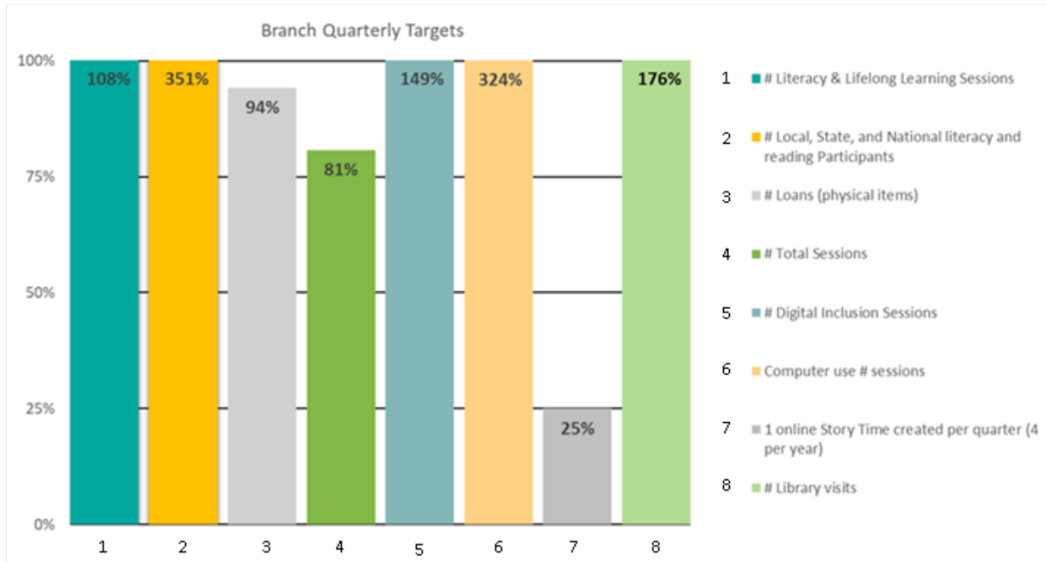
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The following graphs and commentary provide detail for progress against targets for each individual measure. Target reporting is cumulative over a year. This report is for the fourth quarter; therefore, targets can be expected to be around 100% of the total annual target. Any large positive or negative variations will be highlighted and discussed.

### Branch



SLA targets reflect a variation at the end of 4<sup>th</sup> quarter, primarily due to the return of business continuity and opportunity for expanded programs and services post COVID-19. The variations are considered for the targets set in the new financial year.

2. Local State and National Literacy participants are exceeding targets. A regional average target increase is to be set for next financial year.

4. Total sessions did not reach target, an action to reduce this target will support current program availability in the new financial year.

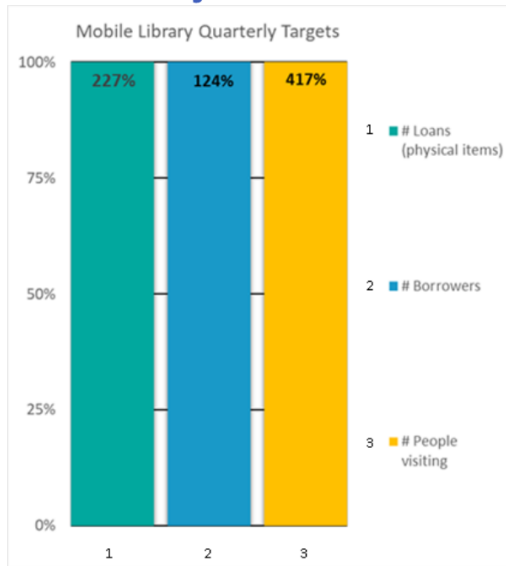
5. Digital inclusion sessions are exceeding target due to a successful digital inclusion grant opportunity through BeConnected, Good Things Foundation. The grant allowed staff to facilitate over 80 one on one sessions to support the digitally excluded in Byron Shire.

6. Computer use sessions target is exceeding due members and visitors returning to pre-COVID-19 computer usage in the libraries. An increase in the target per annum will be reflected in the new financial year.

7. Byron staff created and provided one AUSLAN online Story Time session, as part of a successful region wide ALIA grant for the production and delivery of inclusive online Story Time. ALIA have announced this program will now cease. Target to be removed.

8. Library visits are exceeding targets, reflecting an 18.5% rise compared to the 4<sup>th</sup> quarter of the previous financial year. This has prompted new targets for the new financial year to align with pre-COVID-19 visitor numbers.

**Mobile Library**

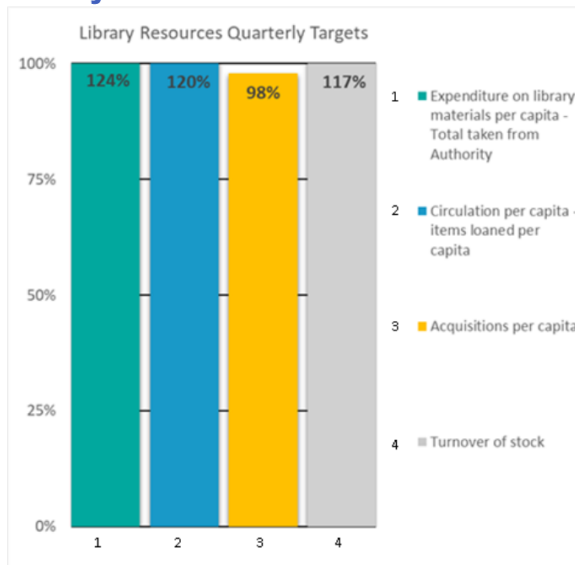


SLA targets are positive at the end of the 4<sup>th</sup> quarter.

RTRL’s Flagship Mobile Library continues to provide an excellent service in Byron Area, with other communities registering to become a rostered stop for the service.

- Loans are exceeding targets, reflecting the popularity of the service, hence requests for additional service points being fielded.
- Borrower numbers continue to overtake our KPI, and these will be reviewed when the interim Mobile Library finishes 12 months of continuous operation.
- Visitor numbers seem to show popularity and interest the Mobile Library has.

**Library Resources**



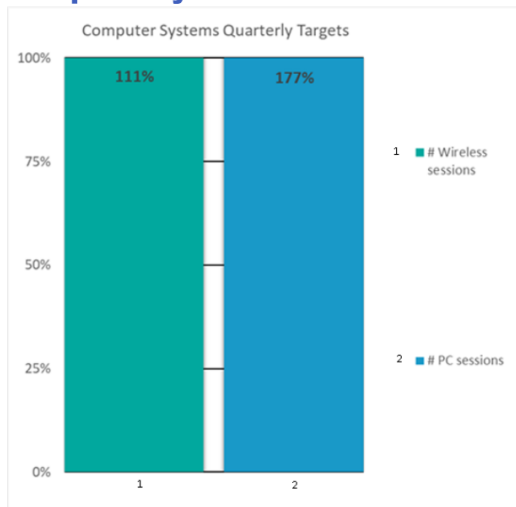
SLA targets are positive at the end of the 4<sup>th</sup> quarter.

1. Expenditure on library materials per capita is exceeding targets at the end of the 4<sup>th</sup> quarter. A rise in the amount expended was made possible due to the availability of unexpended funds from the previous financial year, resulting in a higher per capita expenditure.
2. Items loaned per capita have a positive variation and exceed local and statewide benchmarks. The positive variation reflects the collection meeting the needs of the community.



- Turnover of stock is reflecting a positive variation which reflects the overall appeal of the current collection to the users.

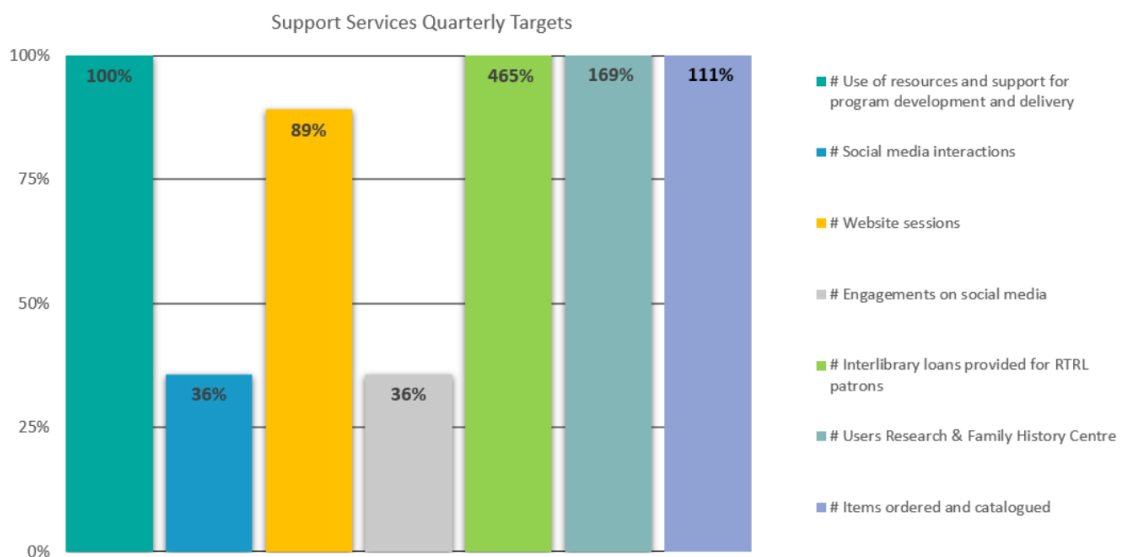
### Computer Systems



SLA targets are positive at the end of the 4<sup>th</sup> quarter.

- Wireless sessions are increasing due to user preference in BYO devices.
- PC sessions are exceeding target due members and visitors returning to pre-COVID-19 computer usage in the libraries. New increased targets are recommended for the new financial year.

### Support Services



SLA targets are primarily positive at the end of the 4<sup>th</sup> quarter.

- & 4. Social media interactions are significantly less than the target for the 4<sup>th</sup> quarter and across the year. This can be attributed in part to a wider shift away from online communication and engagement which was significantly inflated throughout COVID-19 restrictions, and the infancy of the targets which will be revised for next year’s SLA.
- Interlibrary loans target exceeded by 365%, target will be revised for next year’s SLA.
- Target exceeded by 69%. This shows a positive increase in usage of the Research & Family History Centre.
- On track.

## Part 2: Additional Commentary

The following provides an account of activities undertaken at the Byron Area Libraries in the quarter. Commentary is provided based on the six key strategic plan themes, along with Support Services and the Mobile Library.

### Collections

Loans reflect a rise of 13.35% compared with same quarter last year. Collection evaluations/deselections continued this quarter with the aim to improve the percentage of collection age for Youth Fiction and Adult Non-fiction resources. Although we are currently meeting targets with over 48% of the collection purchased within the last 5 years, collection updates are being reflected through genres such as Travel, Health and Science. Evaluations took place with the Large Print collection to improve circulation. A new standing order vendor, MDMprint was engaged to meet the needs of the community through the acquisition of highly promoted and sought-after Australian Large Print titles. Local History collection developments continued with the scanning of photos, environmental studies and court proceedings following a donation relating to the Patterson Hill protest.

### Community Participation

StoryBoard Masterclass sessions for 12-18 years recommenced at the Byron branch. The class is presented by Byron Writers Festival's StoryBoard program, is free and available after school for young writers in the community.

The Story Dogs initiative continued in the Byron Library for our primary aged readers. This program attracts both students who are learning to read and home-schooling children to take part in supported reading development with a trained and accredited Story Dogs Team.

National simultaneous Story Time, endorsed by The Australian Library and Information Association was heavily promoted across our libraries. Reading events were held at the branches for local families, schools, and preschools in conjunction with Australia wide promotions.

Other special Story Times for families and visiting preschools included Fire Safety Story Time at Brunswick Heads with Local Fire Brigade staff, and World Environment Day, Reconciliation and NAIDOC week Story Times.

Displays and exhibitions this quarter created opportunity for community participation and promotion of our spaces. Local artist Jay Pearse displayed art in the community exhibition space, along with the Shearwater Wearable Arts display and artwork from children at Wilson's Creek School. Library displays promoted resources for Law Week, Refugee Week, International Men's Health, World Environment Day, National Families Week and Youth Week.

### Learning & Creating

Brunswick Heads implemented a new program for children, Math's Fun in Libraries. It is an initiative promoted by the Smith Family and is aimed at supporting parents with the opportunity to engage their children in meaningful play which promotes mathematics and literacy development.

A digital literacy program was implemented across Byron Shire this quarter, supported by digital literacy initiative BeConnected. The program encourages participation in the digital world. Grant funds are supporting staffing provisions and resources for the duration of the program.

Displays promoting The Kids Own Australian Literary Awards were available in each branch along with a shortlist for voting, a celebration of Australian Authors and titles chosen by children across our region.

School holiday activities were offered to primary aged students, encompassing visual arts opportunities through mixed media art workshops and imaginative storytelling activities from local facilitators. Mullumbimby Library held a successful author event with local writer Marie Sherd for 32 attendees.

### Library Team

Recruitment for the Byron Area Librarian took place with the successful applicant commencing their permanent contract this quarter. The Byron Bay Branch Technician position was filled permanently

during the month of June. The Recruitment process began for the position of full-time Library Assistant Byron Bay, the result of an internal movement. A new volunteer was engaged to support Local History collection scanning tasks at Byron Bay Library. One staff member completed a Cataloguing course through ALIA.

### **Sustainability**

Three small community program grants were received from the Learning for a Better World Trust, the grant opportunity, through the National Backyard Cricket Association and conjointly promoted through Friends of the Libraries Australia will support the opportunity to host, and establishment of three educational and community-based programs within our branches. The programs will support service provisions in digital technology, sustainability, and social community connections.

### **Spaces**

Chubb security installed CCTV for the new Byron Skatepark into the Byron Library Communications room, the works were completed 1 June.

### **Mobile Library**

Your Mobile Library continues to show positive results, indicating the service's popularity, other Byron communities continue to enquire about a service for their community. Results will look more realistic after a full 12 months of operation. Suffolk Park continues to grow with the new location at the pump track on Beech Drive. Federal stop is becoming a very family orientated stop. With mothers and their children appreciating the community's asset. Bangalow stop at Heritage House, will continue to success with more Library or Community events held in Heritage House Park, Saturday mornings. The results speak for themselves, the Mobile Library is held in high regard in, Byron Area.

### **Support Services**

A room in the Research & Family History Centre was cleared out this quarter to prepare for the potential of meeting room bookings next financial year in the hope that this will increase revenue and make the best use of the space available. This room was used by groups, and some individuals this year as a meeting room space and a study space.

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# Lismore Area

**Quarter:** 4th Quarter | April to June 2023  
**Prepared by:** Lismore Area Librarian, Michael Lewis

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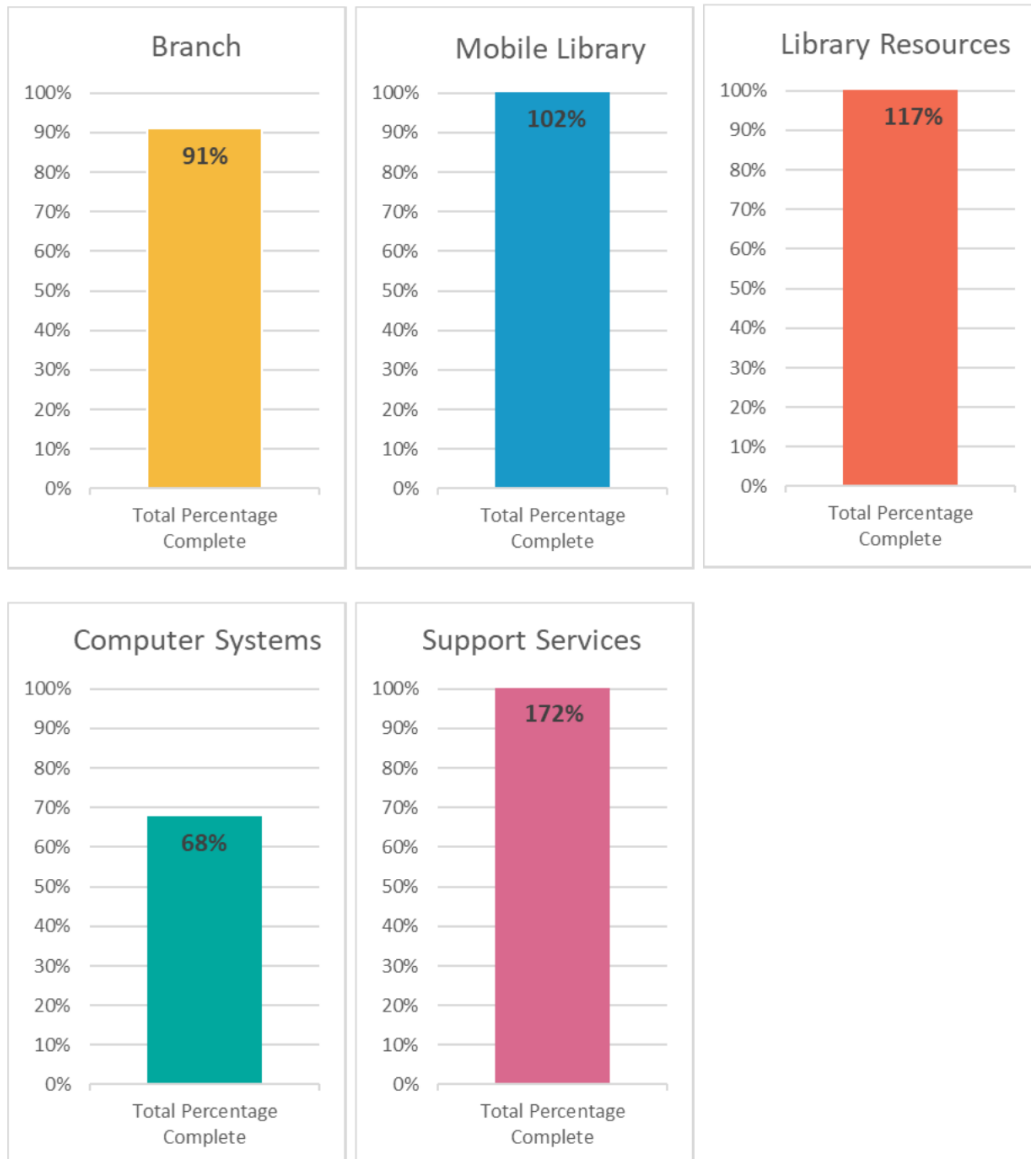
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## PART 1:

### Service Level Agreement Target Performance

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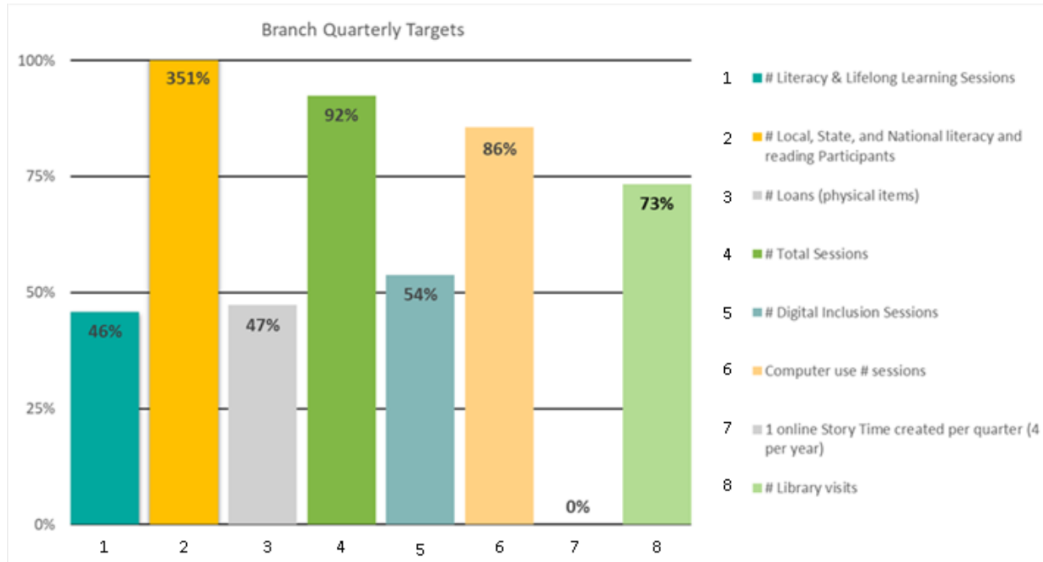
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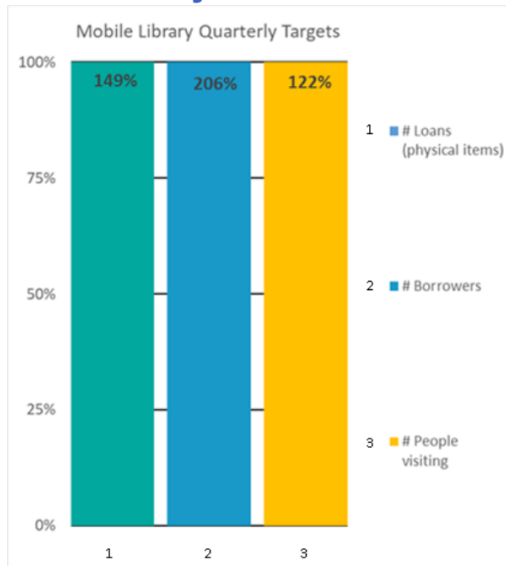
### Branch



There is significant variation with Lismore’s targets, primarily due to the 2022 floods. The SLA targets for next year will be adjusted to compensate for Lismore’s current service levels. The targets display Lismore’s standard service expectation prior to the 2022 floods.

1. Literacy sessions increased for this quarter, with increasing levels of participation at early childhood programs.
2. Local, State and National literacy sessions were a regional average, and will be adjusted in the next quarter.
3. Loans are steadily increasing along with visitation rates
4. Total sessions increased by 30% this quarter. This is reflective of Lismore’s increased visitation and staff moving forward with activities and programs to support the activation of the Lismore CBD.
5. Digital inclusion remains consistent.
6. Computer usage is increasing. Additional computers will be added to the Lismore Library in response to this usage.
7. None delivered.
8. Visitation is increasing. Positive sign of increased library usage.

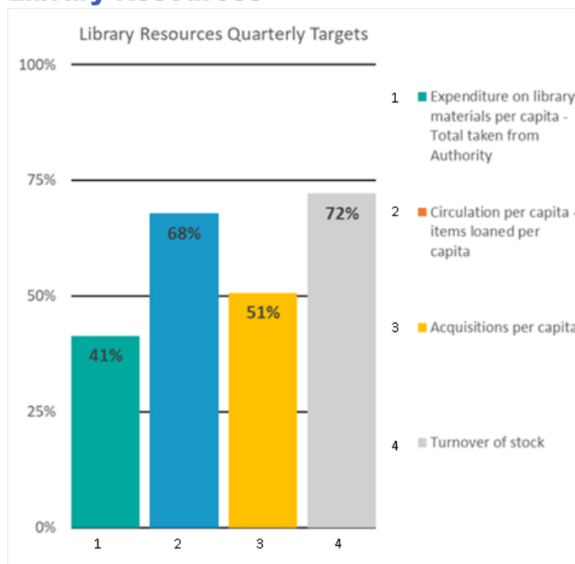
### Mobile Library



As the Lismore area continues to recover, ever so slowly, the Mobile Library results continue to exceed forecasts. Benchmarks / targets and outcomes will be more realistic after the interim Mobile Library has had 12 months of operating outcomes.

1. Loans continue to hold above expectations, showing the popularity of the service. With other communities want to be on the roster of stops
2. Currently, borrow numbers are out pacing KPI's which could reflect the changing landscape of the Lismore area Library services. With the loss of the much-loved Lismore Library building and the changing and relocation of flood victims.
3. Visitors continue to trickle in over our targets, which will continue to show good grow as our region recovers services.

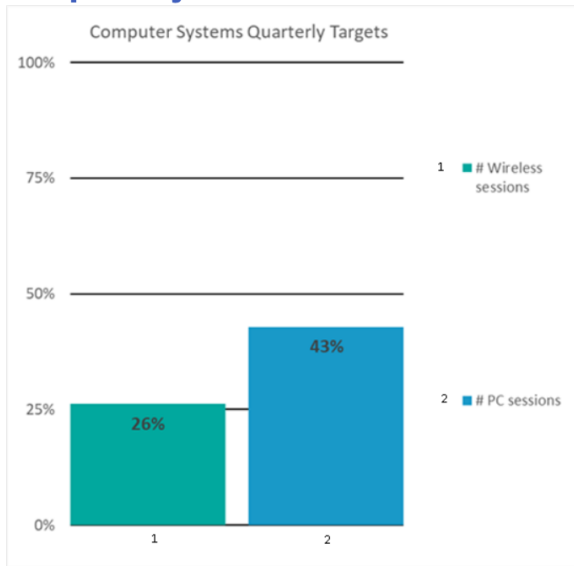
### Library Resources



1. Expenditure on library materials remains low, with community donations from the 2022 flood supplementing the collection.
2. Circulation statistics have improved this quarter, with an upward trend in borrowing.
3. Acquisitions are still under targets, due to the library's current size constraints.
4. Stock turnover is higher than circulation. This is to maintain a fresh collection for the community, while rotating out donations and acquiring new items.

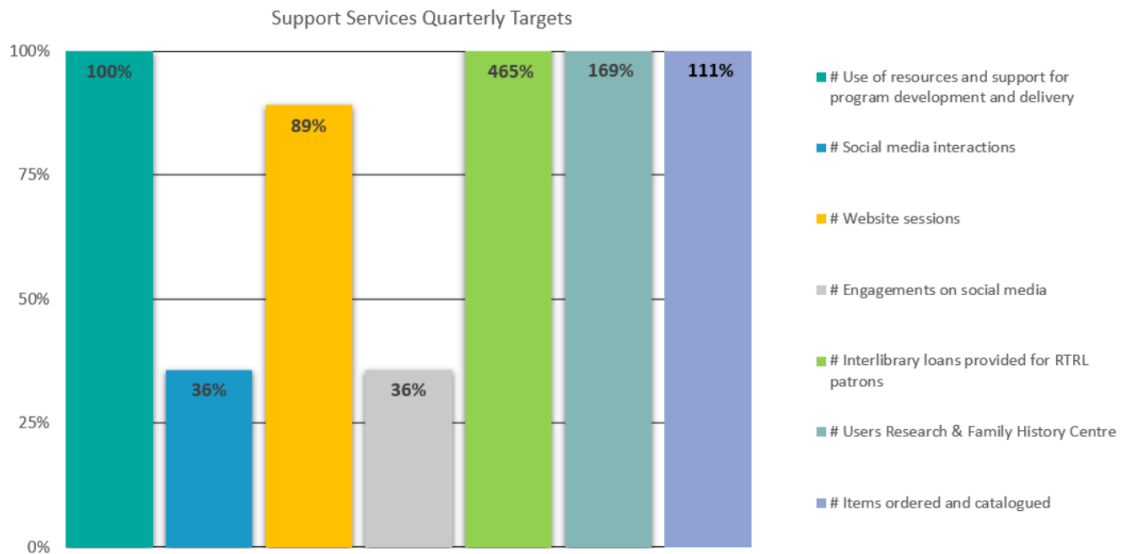


**Computer Systems**



1. Lismore Wifi targets are still low due to the constraints of the pop-up library. The target will be adjusted for next year, however, the library will go through significant change soon with a separate children’s library space.
2. Lismore is still operating with a third of its public PC’s.

**Support Services**



SLA targets are primarily positive at the end of the 4th Quarter.

2. & 4. Social media interactions are significantly less than the target for the 4<sup>th</sup> quarter and across the year. This can be attributed in part to a wider shift away from online communication and engagement which was significantly inflated throughout COVID-19 restrictions, and the infancy of the targets which will be revised for next year’s SLA.

5. Interlibrary loans target exceeded by 365%, target will be revised for next year’s SLA.

6. Target exceeded by 69%. This shows a positive increase in usage of the Research & Family History Centre.

7. On track.

## Part 2: Additional Commentary

The following provides an account of activities undertaken at the Lismore Area Libraries in the quarter. Commentary is provided based on the six key strategic plan themes, along with Support Services and the Mobile Library.

### Collections

Lismore area has increased its collection in preparation for the opening of the children's library. Having two sites, will provide an opportunity to provide a strong complement of items, and increase collection diversity. Lismore has also had a large indigenous collection bequeathed it from Todd Condie, who previously worked for the Koori Mail and other first nation journal outlets. This collection will be an open collection, in comparison to the reference only GNIBI collection.

### Community Participation

The library continues to collaborate and support local events and community organisations. These events and programs provide an opportunity for service exposure, brand/name recognition and to maintain strong connections to the community. The library also participated in the 50<sup>th</sup> anniversary of the Aquarius Festival, showcasing the Aquarian Archive, and the State Library of NSW Amplify historical interview resource.

The events below are all repeats, with these coordinators seeking out the library to be involved this year:

- Lismore Lantern Parade with Lightnup
- Sorry Day with Lismore CWA
- NAIDOC day celebrations with Lismore City Council
- Books for bubs with YWCA

### Learning & Creating

The Lismore area continued to provide writing workshops for juniors, youth, and adults in this quarter, with Storyboard and local life writer Graeme Gibson. Attendance at these events was high, with the junior writers' group reaching capacity this term.

The digital literacy program, supported by Telstra and BeConnected continues to increase in attendance, with a range of topics on offer, with one on one tech support being an important program for Lismore area residents.

### Library Team

In this quarter a supervisor in the Lismore area reduced their hours due to an injury. This position was covered by another member of staff, who has developed their skills as a library supervisor.

A member of the Lismore team participated in event booking training with Lismore city council, and has begun collaborating with the Lismore Tourism team for promoting library events.

### Sustainability

The Lismore Library successfully completed the department of communities and justice social isolation grant, The Northern Rivers Community Foundation, English in the library grant. These grants were impacted heavily by the 2022 floods, and completing them was an accomplishment, with positive feedback received by both funding bodies.

### Spaces

Lismore pop-up library continues to utilize a small space for a large diverse range of programs and activities.

### Mobile Library

Children Literacy and related programs continue to grow in popularity. Participating in community celebrations, ie. Madi-grass / Aquarius / sing alone activities were big contributors to the bottom line. Nimbin continues to love the extra activities created, even if only under a quick shade. We need to create more community building / member supporting activities to help the areas recovery.

**Support Services**

A room in the Research & Family History Centre was cleared out this quarter to prepare for the potential of meeting room bookings next financial year in the hope that this will increase revenue and make the best use of the space available. This room was used by groups, and some individuals this year as a meeting room space and a study space.

Further development and trials of online booking systems to allow the community to book library events were undertaken. As a result of the trial the Lismore and Ballina Areas offered their school holiday events with online booking options. The trials were a success and RTRL will be moving forward with offering a permanent online booking option that integrates with the library management system.

**Richmond Tweed Regional Library**  
Connect. Discover. Escape.

**Richmond Tweed Regional Library**  
**Tweed Area**  
**Quarterly Service Level Agreement**  
**Progress Report**  
**4th Quarter**  
**April to June 2023**



Richmond Tweed Regional Library acknowledges the traditional custodians of the land on which we work

# Tweed Area

**Quarter:** 4th Quarter | April to June 2023  
**Prepared by:** Tweed Area Librarian, Karen Joc

## INTRODUCTION

The following service level agreement (SLA) report details quarterly progress for the Tweed Area Libraries. The report is presented in two parts; Part 1: Service Level Agreement Target Performance, which details progress against quarterly reportable SLA targets; and Part 2: Additional Commentary, which provides an account of library activities for the quarter based on the key themes defined in the RTRL Strategic Plan, along with commentary for Support Services and Mobile Library activities. Progress against all SLA targets will be reported in the RTRL Annual Report.

To realize RTRL strategic outcomes, SLAs define targets to be achieved in relation to the six RTRL cost drivers:

- Branch
- Mobile Library
- Library Resources
- Computer Systems
- Support Services
- Member Council

Quarterly progress against these targets is provided in this report.

## RTRL Strategic Plan



The primary strategic outcomes RTRL works toward are:

- We champion and support literacy and the joy of reading
- We continue to extend the reach of our library services into the community
- We provide accessible engaging spaces at the heart of the community
- We support and provide inclusive collections, programs and services that inspire learning and creating
- We support and encourage active participation in the digital world
- Our staff are engaged, knowledgeable, responsive, and friendly
- We provide anywhere, anytime access through the virtual library

The Strategic Plan is focused around six key themes in which RTRL delivers services to the community:

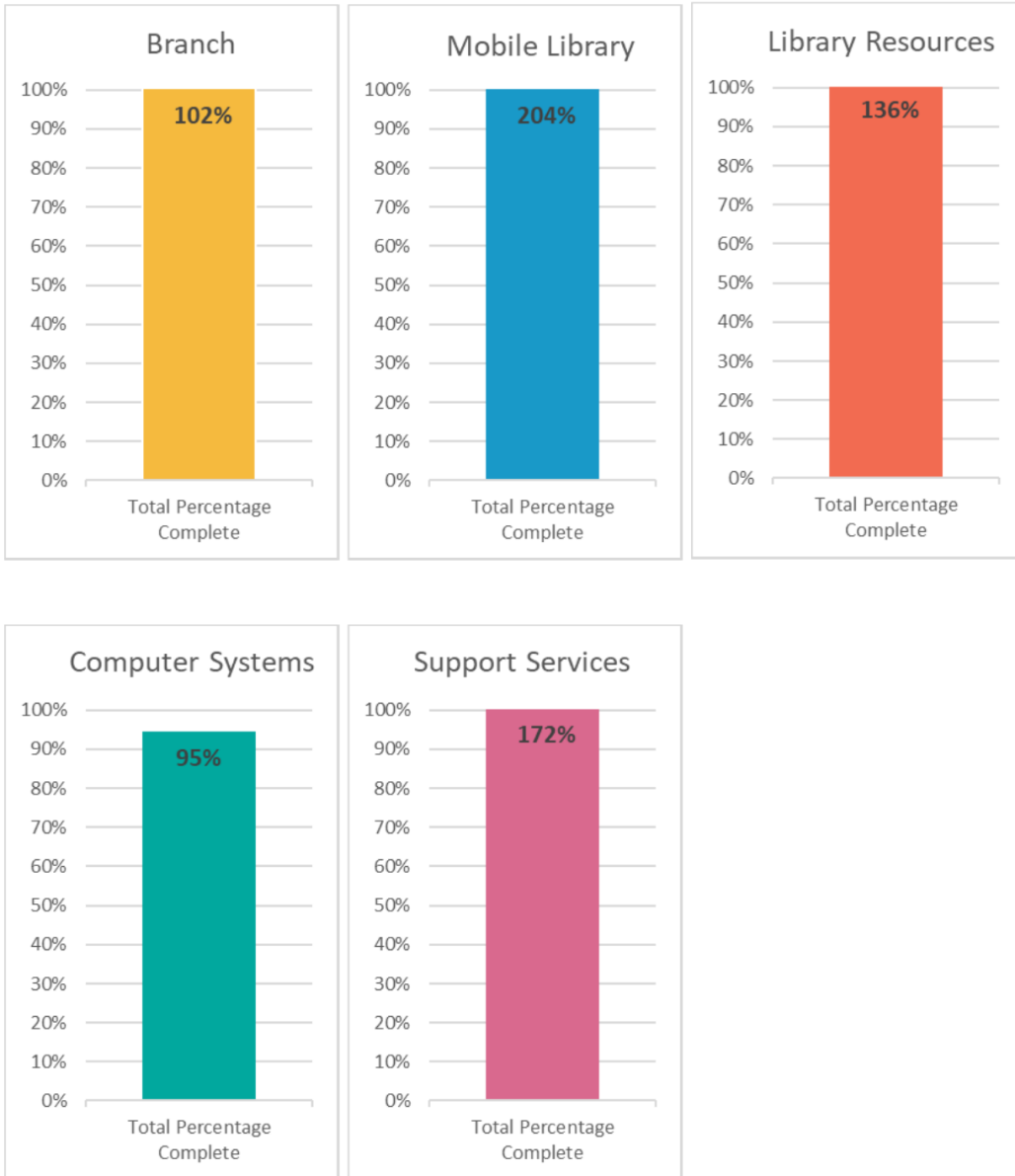
- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

## PART 1:

### Service Level Agreement Target Performance

#### Target Performance Dashboard

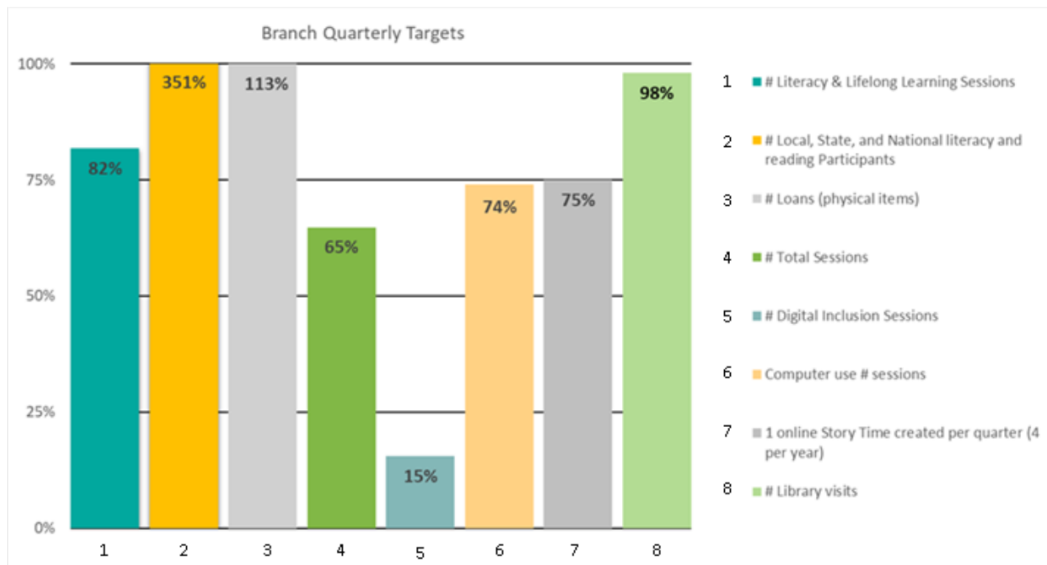
The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.



### Detailed Commentary

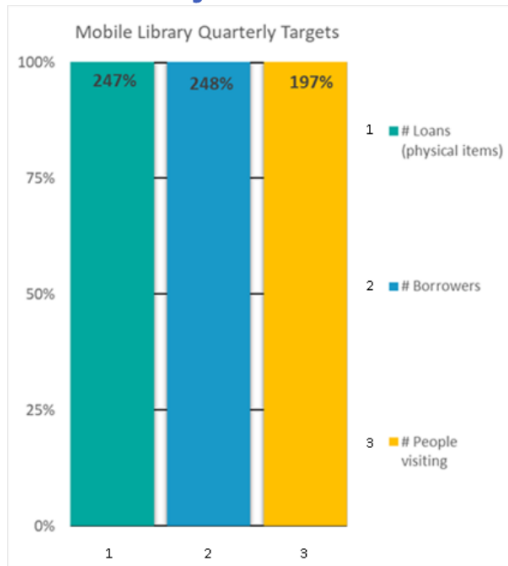
The following graphs and commentary provide detail for progress against targets for each individual measure. Target reporting is cumulative over a year. This report is for the fourth quarter; therefore, targets can be expected to be around 100% of the total annual target. Any large positive or negative variations will be highlighted and discussed.

### Branch



- Literacy and Lifelong learning sessions are below target due to Tweed Heads Library being closed for roof repairs for 5 weeks as well as closures at Murwillumbah due to the refurbishment project.
- Local, State, and National Literacy programs are exceeding targets this quarter as we have now completed the last of the major programs which is National Simultaneous Storytime.
- Loans exceeded our targets for the year. This is a wonderful achievement for the Tweed Area as we have had Tweed Heads branch closed this quarter for 5 weeks as we also experienced closures at Murwillumbah due to the refurbishment project.
- 4 & 5. Total sessions are on target for this quarter due to branch closures.
7. Online Storytime session was unable to be scheduled for this quarter due to branch closures.
8. Library visits also almost reached the target, which is a great achievement due to Tweed Heads Library being closed for roof repairs for 5 weeks as well as closures at Murwillumbah due to the refurbishment project.

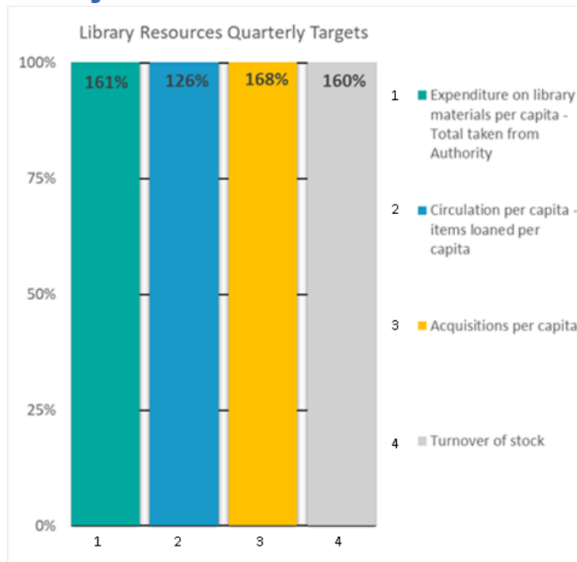
**Mobile Library**



Brilliant Mobile Library results again this quarter. As the interim Mobile library moves past 12 months of continuous operation, these graphs will start indicating more realistic outcomes. Meanwhile your Mobile Library stats show intense results;

1. Issues, considering open hours, in the Tweed Area. There are many days that at Pottsville, issues are rank second only to Tweed Head Library, for the same day while operating less than 6hrs and staffed by two.
2. Borrower numbers do not show any decline, with staff under the pump all day. RTRL’s commitment to children’s programs /activities, are of much credit to the passion, commitment, and drive of our RTRL staff that strive to excel in looking after our patrons.
3. Interest and popularity of the Mobile Library are the key to this services visitor numbers outstripping KPI’s

**Library Resources**



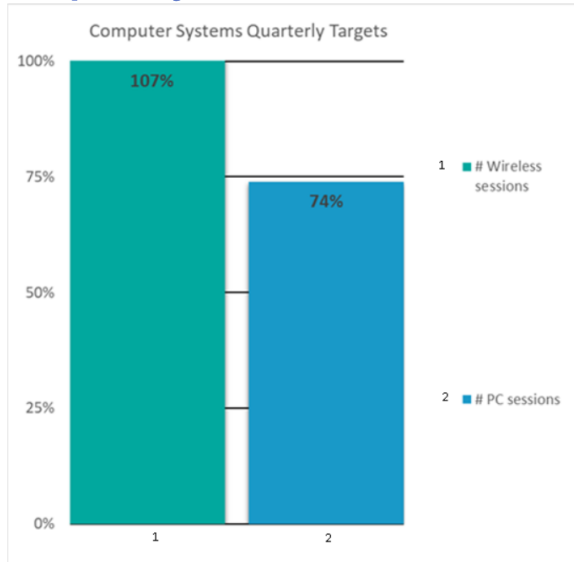
All SLA targets are exceeding expectations at the end of the 4<sup>th</sup> Quarter.

1. Expenditure of library resources per capita is above target across the Tweed Area



2. Circulation per capita is well above target this quarter, we have worked extremely hard on increasing circulation in the Tweed Area, introducing targeted collections and more display shelving as well as introducing a new reading challenge for the Area
3. Our turnover of stock for this quarter is well above target, which we believe is due to the new layout of the collection at all three locations

**Computer Systems**

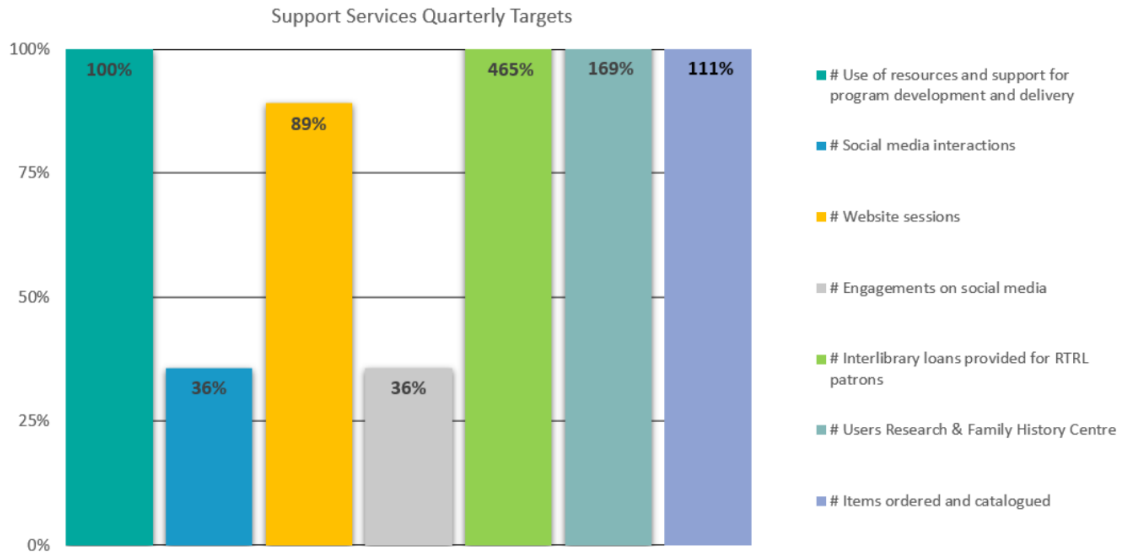


SLA targets are primarily positive at the end of the 4<sup>th</sup> Quarter.

The Tweed Area continues to have lengthy outages of our new print management system/PC reservations system as well as Internet outages of over a week at Tweed heads Library have contributed to the number of PC sessions not meeting target this year.

1. Wireless sessions are above target for this quarter
2. PC Usage is under target this quarter, however, many of our customers now bring their own devices. Kingscliff Library on most days is at full capacity and with nowhere for customers to sit, this could be contributing to this target not being met. Other contributors this quarter include no internet access at Tweed Head's Library for over a week. As well as closures at Tweed heads Library of 5 weeks and intermittent closures at Murwillumbah due to the refurbishment project.

**Support Services**



SLA targets are primarily positive at the end of the 4th Quarter.

2. & 4. Social media interactions are significantly less than the target for the 4<sup>th</sup> quarter and across the year. This can be attributed in part to a wider shift away from online communication and engagement which was significantly inflated throughout COVID-19 restrictions, and the infancy of the targets which will be revised for next year’s SLA.

5. Interlibrary loans target exceeded by 365%, target will be revised for next year’s SLA.

6. Target exceeded by 69%. This shows a positive increase in usage of the Research & Family History Centre.

7. On track.

## Part 2: Additional Commentary

The following provides an account of activities undertaken at the Tweed Area Libraries in the quarter. Commentary is provided based on the six key strategic plan themes, along with Support Services and the Mobile Library.

### Collections

Kingscliff Library has two new collections, children's jigsaws and boardgames, both collections are available for borrowing and are proving to be popular with the community. The click and collect model was reintroduced at Tweed Heads Library for a period of 5 weeks while the library was closed for roof repairs. All the Tweed Area libraries also changed their book supplier to MDM, as well as sourcing many of our books now from local bookshops QDB and Big W. This shift has enabled us to have the books available at the same time they become available at the major retailers and bookshops, our customers are incredibly happy with these changes.

### Community Participation

Across the three locations there were 34 Baby time sessions with 996 attendees and 34 Story Times programs with 316 attendees. The Discovery Room at Tweed Heads continued to be popular with 8 sessions taking place this quarter with 142 participants; so too was Chair Yoga (16 sessions, 266 participants) and Yoga (7 sessions, 57 participants) and Chess club with 74 participants, and Crafty Mondays with 60.

Cafternoons at Kingscliff library had 103 participants for this quarter. The children's book club at Kingscliff met 3 times and had 24 attendees, Murwillumbah met 3 times and had 23 participants whilst the adult book club had 17 participants.

Displays this quarter across the Tweed Area libraries included: Pets, have you RED this book, here be dragons, World Environment Day, Chick Lit, ANZAC Day, Pretty Flowers, Hot reads for Cold nights, Koala awards, Tweed Shire Library Reading Challenge (read a book about sisters, read a detective story, read a book set in winter).

Kingscliff Branch Technician did an outreach Storytime at Smiley tots Preschool with 15 attendees.

Our local artists in residence for this quarter included Holly Scott-White – abstract canvasses, Rachel Ashbury – digital photography and acrylics.

Home Library services were provided to 140 members and 3 institutions this quarter.

Kingscliff Library has established a new partnership with Story dogs' fortnightly sessions started in May and this program has proved popular with the preschool aged children with 6 sessions and 17 children attending.

Blooms Hearing continues to hire the Quiet Room at Murwillumbah library fortnightly.

### Learning & Creating

The school holiday activities were all well attended with 350 participants. All three branches held Mandella workshops and slime workshops, Kingscliff also had a Hungry caterpillar Storytime, Tweed heads had sponge painting workshop.

The Branch technician at Kingscliff Library presented a community information talk at the Kingscliff View Club with 21 attendees.

Kingscliff Library hosted a composting workshop partnering with NU Waste with 27 attendees.

Kingscliff Library held 10 Tech Savvy Senior Sessions with 23 participants.

Murwillumbah Library hosted a Sound Healing workshop which was very well attended.

Murwillumbah Library also hosted 10 sessions for the U3A writers' group with 131 attendees.

### Library Team

15 members of the Tweed Area library staff were directly affected by Tweed Shire Council's directive regarding the possible closure of Kingscliff Library. This has been a very turbulent and challenging

time for all staff in the Tweed Area and because of this process many staff have taken leave due to stress and the unknown.

5 staff members of the Tweed Area are undertaking a cataloguing basics workshop presented by TAFE NSW (New South Wales). Several staff members also attended onsite SLNSW (State Library of NSW) training in relation to the SLNSW webpage, and drug and alcohol information as well as legal information sessions.

Our Trainee has enrolled in the Certificate 3 in Library and Information Studies through NSW TAFE.

### Sustainability

All three libraries were successful with their Backyard Cricket grants with each branch being awarded \$1,500. Kingscliff library will be continuing with their Storydogs program and will be supplementing the program with a collection of Fitzroy readers. Murwillumbah will be purchasing a TV and stand to complement their Storytime and Babytime programs with such resources as Storybox. Tweed Heads Library will be working with Andrew and Damien from Clickin Bricks to design a longer program with Lego. So far, the themes Harry Potter and Mega Cities have attracted over 500 children to these programs. Total funding received was \$4,500.

All three branches were also successful for round 44 of the Building Digital Skill program grant through the Be Connected Network, Good things Foundation. Each branch will receive \$2,750 to support older Australians aged 50+ to help develop their digital skill either face to face or small group sessions. These programs will commence in August 2023 at all three branches, total funding received was \$8,250.

The seed library continues to be popular, there were 907 loans this quarter and we received 3 large seed donations from the community

### Spaces

The Murwillumbah Library refurbishment project had been moving forward this quarter, with some of the new furniture ordered, walls in the children's area have been patched and repainted, whilst in the quiet room the storage cupboards have been removed and all new power points have been installed and the room has also been painted.

The Kingscliff Library Refurbishment project was put on hold this quarter while Tweed Shire Council decided whether Kingscliff Library would close as part of their reduction in community services if a rate rise was not approved.

Tweed Heads Library was closed from 24<sup>th</sup> April 2023 until 24<sup>th</sup> May 2023, to have its roof fixed, the roof was damaged in the flood event of February 2022.

### Mobile Library

Results are still way over KPI's which will come into line as we move into 12 months of operation with the interim Mobile library. Children literacy programs and related activities continue to grow in popularity. With the community enjoying the space being made, even if under a shade tent. Mobile Library's popularity is resulting in more communities wanting the service to operate in other communities.

### Support Services

A room in the Research & Family History Centre was cleared out this quarter to prepare for the potential of meeting room bookings next financial year in the hope that this will increase revenue and make the best use of the space available. This room was used by groups, and some individuals this year as a meeting room space and a study space.

Further development and trials of online booking systems to allow the community to book library events were undertaken. As a result of the trial the Lismore and Ballina Areas offered their school holiday events with online booking options. The trials were a success and RTRL will be moving forward with offering a permanent online booking option that integrates with the library management system.